

Most Common ICD-10 Trading Partner File Submission Errors

Please find below a list of the most common file submission errors received during Trading Partner Testing for the ICD-10 Implementation. When submitting your ICD-10 test files please ensure that you ***do not*** include any of these errors. This will enable MassHealth to expeditiously process your file submissions.

#	Loop ID	Segment	ICD-10 File Submission Error	How to Resolve / Avoid the Error
1.		ISA	<p>Claims were not acknowledged by MassHealth.</p> <p>Trading partner did not receive a 999 acknowledgment.</p>	ISA15 must equal "T" when file sent to TPT test environment.
2.		ISA	<p>The trading partner did not include the MassHealth ID in ISA06.</p> <p>The file was rejected and, due to errors, no 999 was generated. Trading Partner will be contacted directly about failure.</p> <p>This would likely result in errors involving GS02 and NM1 segment of Loop 1000A, as well.</p>	ISA06 must contain only the 10-character MassHealth provider/submitter ID and be space-filled to 15 characters.
3.		ISA	<p>The trading partner did not include the MassHealth Receiver ID in ISA08.</p> <p>The file was rejected and, due to errors, no 999 was generated. Trading Partner will be contacted directly about failure.</p> <p>This would likely result in errors involving GS03 and NM1 segment of Loop 1000A, as well.</p>	ISA08 must contain "DMA7384" and be space-filled to 15 characters.
4.		ISA	<p>File submission was sent in the 4010 format.</p> <p>The file was rejected and, due to errors, no 999 was generated. Trading Partner will be contacted directly about failure.</p>	<p>Ensure all appropriate values are updated to reflect a 5010 file submission, including updating the value in ISA12 and GS08.</p> <p>For further details, refer to the HIPAA Implementation and Companion Guides.</p>
5.	2300	HI	Trading Partner submitted incorrect qualifier in HI segment for Principal Diagnosis and the claims denied.	<p>If reporting ICD-10 Diagnosis code, then qualifier must be ABK.</p> <p>This may also apply to Admitting Diagnosis, Patient Reason for Visit, External Cause of Injury, or Other Diagnosis Information. If reported with ICD-10 codes, report appropriate qualifier.</p>
6.		DTP	Trading Partner submitted incorrect dates of	Trading Partner must be able to demonstrate they can report ICD-10 codes appropriately, based on

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			service for testing ICD-10 and the claims denied.	date of service. If not, will deny for ICD Version Invalid for DOS .
7.		N/A	<p>The trading partner submitted an ICD-10 test file to the production system.</p> <p>Trading partner did not receive a 999 acknowledgment.</p>	<p>Please be sure to send ICD-10 test files to the test site only, as MassHealth will not review or validate the test file submission in the MassHealth system production environment and will not generate a 999 acknowledgment.</p> <p>You must resubmit those claims to the MassHealth system test site at https://mmis-portal-tpptest.ehs.state.ma.us/EHSPortals/appmanager/provider/desktop</p>
8.		N/A	<p>The trading partner submitted a production file to the ICD-10 test system.</p> <p>Trading partner did not receive a 999 acknowledgment.</p>	<p>Please be sure to send ICD-10 production files to the production site only, as MassHealth will not process the claims and will not generate a 999 acknowledgment.</p> <p>You must resubmit those claims to the MassHealth system production site at https://gateway.hhs.state.ma.us/authn/login.do</p>